| | |
|---|---|
| **From:** | Stephen Best |
| **To:** | Flock Safety Support |
| **Cc:** | libby.landers@flocksafety.com; Daniel Rios; Eligio Lara; Daniel Cohen; jake.sherman@flocksafety.com; Michael Balcorta |
| **Subject:** | RE: Problem with night images camera "014 WB Main (east of Depot)" |
| **Date:** | Friday, March 29, 2024 6:37:50 AM |

Forgive my typing.....I meant to say, “The tree HAS been trimmed away from camera “014 WB Main (east of Depot)”

Corporal Stephen L. Best
Santa Maria Police Department
1111 W. Betteravia Rd., Santa Maria, CA 93455
(805)928-3781 X2491
FAX 805-349-9239
sbest@ci.santa-maria.ca.us
sbest@cityofsantamaria.org

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Friday, March 29, 2024 6:34 AM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** libby.landers@flocksafety.com; Daniel Rios <drios@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Subject:** RE: Problem with night images camera "014 WB Main (east of Depot)"

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Morning Corporal Best,

Thanks for following up. Unfortunately, adjustments will not be effective until the tree is trimmed, which will be up to your agency to complete.

Please let us know once that occurs and we will review the camera and adjust as needed.

I greatly appreciate your assistance.

Stay safe,
Alex C

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 3/26/2024, 9:15 AM
**To:** support@flocksafety.com
**Cc:** libby.landers@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
**Subject:** RE: Problem with night images camera "014 WB Main (east of Depot)"

Flock Safety Support,
The tree has not been trimmed away from camera “014 WB Main (east of Depot).
The nighttime images still appear too dark to see most plates.
Please schedule maintenance on the camera as soon as possible.
Thank you.

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Wednesday, March 6, 2024 1:22 PM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** libby.landers@flocksafety.com; Daniel Rios <drios@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta

<mbalcorta@cityofsantamaria.org>
**Subject:** RE: Problem with night images camera "014 WB Main (east of Depot)"

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

The automated email was sent on 9/6/23 with the subject: Flock Safety - Recommending Tree Trimming at Location: 014 WB Main (east of Depot). It came from support@flocksafety.com.

-Rhianna

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 3/6/2024, 2:11 PM
**To:** support@flocksafety.com
**Cc:** libby.landers@flocksafety.com; drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
**Subject:** RE: Problem with night images camera "014 WB Main (east of Depot)"

Flock Safety,
Was that the notification you sent to us back on 09-03-23?
Because I've not received any notifications since then.

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**From:** Flock Safety Support <support@flocksafety.com>
**Sent:** Wednesday, March 6, 2024 12:46 PM
**To:** Stephen Best <sbest@cityofsantamaria.org>
**Cc:** libby.landers@flocksafety.com; Daniel Rios <drios@cityofsantamaria.org>; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
**Subject:** RE: Problem with night images camera "014 WB Main (east of Depot)"

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hi there,
An internal alarm let our team know that this location was not working as well as it should at night, and our team suspects this is due to the branch in front of the camera. You were sent an automated email regarding this when it was discovered.

Can you let us know once the branch is trimmed so that our operations team can make any adjustments if needed?

Thank you for your patience!

Stay safe,
Rhianna

---------- Original Message ----------
**From:** Stephen Best [sbest@cityofsantamaria.org]
**Sent:** 3/6/2024, 1:39 PM
**To:** libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com
**Cc:** drios@cityofsantamaria.org; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
**Subject:** Problem with night images camera "014 WB Main (east of Depot)"

Flock Safety,
My crime Analyst reported a problem with nighttime plate reads on camera “014 WB

Main (east of Depot)”
We had a shooting and the suspect passed this camera when fleeing. Crime analysis conducted a search but out of the 33 images obtained by Flock there were only 7 plate reads.
I checked the daytime images for the camera and they appear clear. There IS a tree limb starting to intrude. I contacted our Arborist to trim the tree.
Flock’s interface says the device is heathy and operating normally. Support status says, “Open case for Proactive Outreach”
Please schedule maintenance for this camera.
Attached are the Crime Analysis search results.

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thread::CbhOwRffKYai7pFozfJ-UQ4::

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